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TxDMV Completes Major Equipment Replacement to Enhance Customer Service and Efficiency Statewide

AUSTIN – The Texas Department of Motor Vehicles (TxDMV) is planning for the future following a major computer equipment replacement project in all 254 Texas counties. The upgrade is a step toward a more efficient registration and titling process for Texas drivers.

Over the past seven months, TxDMV and its vendors installed more than 2,600 new workstations, including PCs, monitors, printers, routers, keyboards, mice and cabling in about 500 offices from one side of Texas to the other.

With this new equipment in place, TxDMV and all county tax assessor-collector offices can better assist customers with motor vehicle services.

"This successful computer upgrade fits perfectly with our vision to be the most efficient, effective, transparent and customer-driven agency in the state," said TxDMV Interim Executive Director Linda M. Flores. "We're working hard to make TxDMV services as quick and convenient as possible for Texans."

In addition to improving customer service, the new computer equipment also benefits county tax offices by providing easier access to TxDMV training materials, and the new workstations have a much smaller footprint, taking up less space.

The equipment replacement project officially ended April 30 with the final installations taking place in Winkler County.

The Texas Department of Motor Vehicles (TxDMV) is charged with overseeing the state's motor vehicle services that provide consumer protection, assist motor vehicle-related businesses and raise revenue for the state. For every \$1 it spends, the TxDMV returns \$10 to build and maintain highways, roads and bridges and provide needed services to Texans. Each year the agency registers more than 21 million vehicles; regulates more than 23,000 vehicle dealers; credentials buses and big trucks for intrastate and interstate commerce; and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts. Learn more at www.TxDMV.gov.